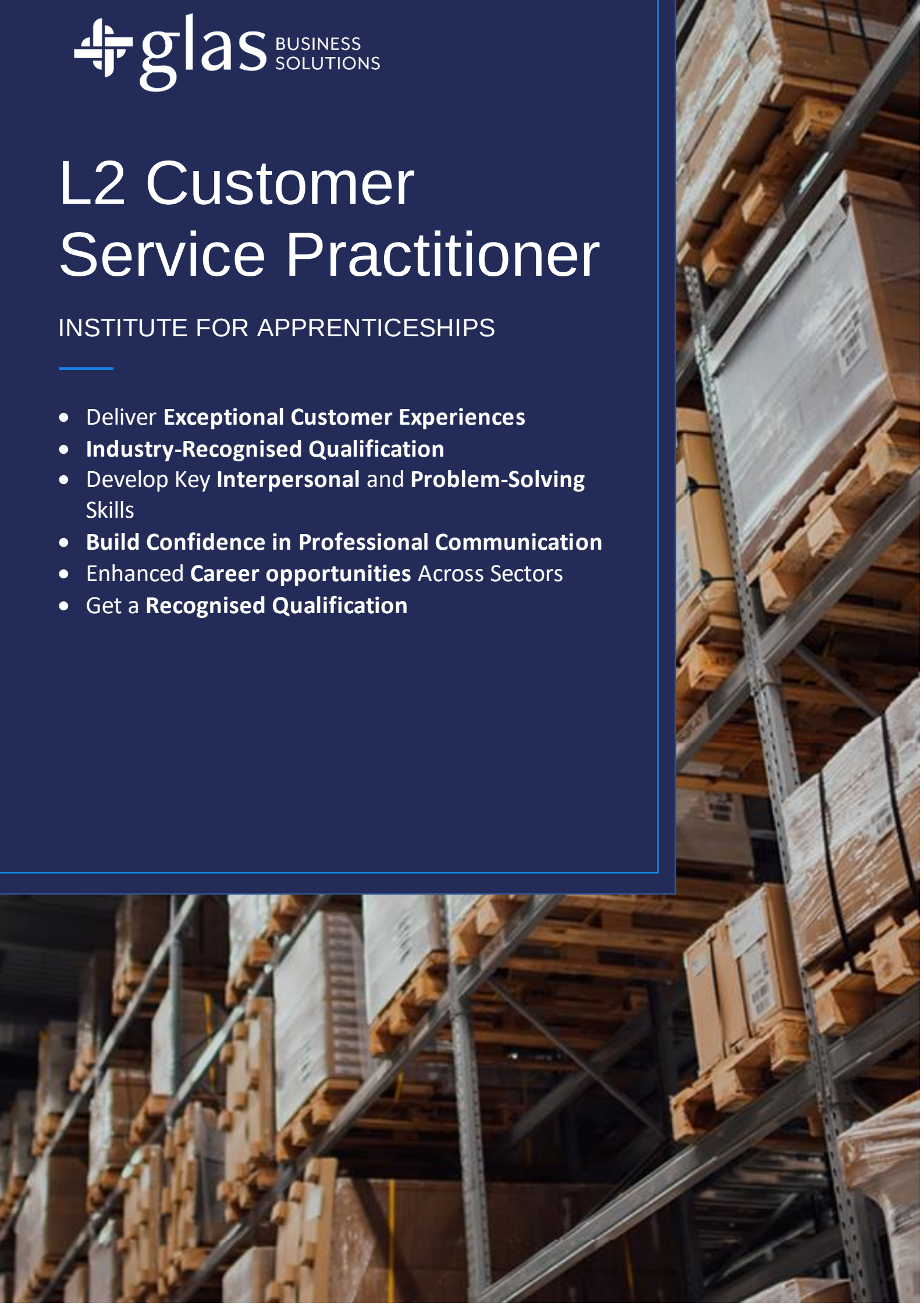


L2 Customer Service Practitioner

INSTITUTE FOR APPRENTICESHIPS

- Deliver **Exceptional Customer Experiences**
- **Industry-Recognised Qualification**
- Develop Key **Interpersonal and Problem-Solving Skills**
- **Build Confidence in Professional Communication**
- Enhanced **Career opportunities** Across Sectors
- Get a **Recognised Qualification**



Building Exceptional Customer Experience

HOW TO APPLY

Contact your site's HR
and ask to join the L2
Customer Service
Practitioner course

CUSTOMER SERVICE PRACTITIONER

Running on your site

Level 2 Customer Service Practitioner

The apprenticeship is ideal for individuals at the start of their career or those looking to formalise their skills in customer service roles. This program is suitable for individuals who interact with customers daily, ensuring high-quality service delivery and customer satisfaction.

Typical candidates include:

- Customer Service Representatives
- Contact Centre Operatives
- Retail Assistants
- Receptionists and Team Members

This apprenticeship is also for anyone passionate about delivering outstanding customer experiences and thriving in fast-paced environments.

BENEFITS OF THE QUALIFICATION:

- Gain practical skills and recognised qualifications in customer service.
- Build confidence in managing customer interactions and resolving issues effectively.
- Learn communication, teamwork, and organisational skills.
- Develop a customer-focused mindset to drive satisfaction and loyalty.
- Advance career opportunities in industries such as retail, hospitality, logistics, and administration.

COURSE OUTCOMES

Gain the skills to:

- Provide exceptional customer service tailored to individual needs.
- Communicate effectively with professionalism and empathy.
- Resolve customer issues confidently and efficiently.
- Demonstrate a positive and adaptable attitude in all interactions.
- Work within organisational policies, regulations, and ethical guidelines.
- Enhance service delivery by understanding and responding to customer feedback.

GAIN NEW QUALIFICATIONS

- L2 Customer Service Practitioner
- Level 1 Functional Skills in English and Maths (If not previously achieved)

COURSE DETAILS

- Typically, 12 months of training and development.
- Your assessor will visit you in the workplace to help you build a portfolio of evidence.